

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

RETAIL ACCESS OPTIMIZATION INITIATIVE, 2011

Docket No. N2011-1

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT
TO A QUESTION POSED BY CHAIRMAN GOLDWAY
DURING CROSS-EXAMINATION ON SEPTEMBER 8, 2011
(Tr. Vol. 1, Page 595, Line 18)**

The United States Postal Service hereby provides the response of witness James Boldt to a question posed by Chairman Goldway during the evidentiary hearing on September 8, 2011. The question is paraphrased and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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September 21, 2011

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT
TO QUESTION POSED DURING ORAL CROSS-EXAMINATION**

Tr. Vol. 1, Page 595, Line 18:

CHAIRMAN GOLDWAY: Please provide a sample copy of the customer questionnaire utilized in the discontinuance review process.

RESPONSE

A sample copy of the questionnaire starting point is attached to this response. In questioning from the bench, I may have left the misimpression that the questionnaire expressly solicits personal/demographic information (such as age or physical disability) from respondents. We have found that some customers react poorly to such direct questions. But we have found that the questionnaire often elicits such information, as do the community meetings and written comments submitted by potentially affected customers.



Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Acampo Post Office. Please take a few minutes to complete this survey and return it no later than 08/03/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Did you visit the Acampo Post Office for personal reasons, business-related reasons, or both?

- ☐ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you used the Acampo Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Did you ever use any of the following alternative methods to conduct business with the Postal Service?

- | | | |
|--|------------------------------|-----------------------------|
| Post Office in vicinity of where you work or shop | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| usps.com website | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps by Mail | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps by Phone | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps Online | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Click-N-Ship | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Buy stamps or mail packages at grocery or other retail store | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

4. Do you currently use local businesses in the community?

☐ Yes ☐ No

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Acampo Post Office is discontinued?

☐ Yes ☐ No

6. Do you currently use businesses in nearby communities?

☐ Yes ☐ No

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ Yes ☐ No

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: _____

Address: _____

City, State Zip: _____